

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

August 2015

## Chapter Stats

California dispatchers rallied and have moved back into first place barely ahead of Florida. New York is staying strong and these 3 continue to be top producing areas.

Massachusetts has fallen into the triple-digits! Not sure what happened there but I bet we can expect them to climb the charts again when they see this. Sending a warm welcome to Virginia and Michigan for joining the Great 8 this month.



California - 2730	Pennsylvania - 812
Florida - 2666	Massachusetts - 705
New York - 1520	Virginia - 627
Illinois - 829	Michigan - 586

## Server Update

Thank you for your patience last month during our server move. We assure you this was not a planned relocation and is not how our IT staff would have preferred to handle the issue. We understand there was a lot of confusion and frustration. Imagine what was happening on this end! Our sincerest apologies and kudos to all of you, our dispatch team, for your flexibility and patience.

## Incident Updates - Alarm Levels

Some IPN incident types sometimes escalate themselves into a whole new category and working structure fires are the most common of these. Aside from the MABAS system in Illinois, alarm levels are typically first, second, etc. Each new "alarm" is usually a repeat of the first alarm, with a few specialty units and admin personnel added in. If the 1st alarm assignment was 3 engines, 1 truck, and a BC, the 2nd would be 3 additional engines, 1 truck, and a BC. Add in a safety officer and a support rig (light & air).

As an IPN dispatcher, how do WE handle an incident where another alarm level has been added? We treat it as a brand new incident. Yes, when any incident escalates into a new IPN alert category we treat it as a new incident. This means you include all pertinent information as the subscriber may not have received the initial incident. One cannot simply state "U/D: IC req 2nd alarm." The alert should include structure type, number of floors, and what is being reported.

This is a good example: NJY| Union City, NJ (Hudson County)| 3 Alarm Fire| 616 10th St| U/D: FD has 3 sty multi family w/ heavy fire. 3rd alarm called. Multi LSO & working.| NJY039| 17:28



## IPN Dispatcher of the Month

We are pleased to announce that **KAN004** has been named DOTM!

He has been an active IPN dispatcher for many years and contributes to Kansas, Missouri, Nebraska, and Oklahoma chapters.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

## In This Issue

- Chapter Stats
- Server Issues
- Alarm Level Update
- Incident Photos
- Transit Delay
- EMS Humor

We hope you have been enjoying your summer as much as we are. This month's newsletter is a little light so that we can enjoy our vacations and family time as well.

## Incident Photos

Some great examples of “smoke showing” and traffic jam.



Photos by Rick McClure

06-12-2015 17:30 | Industry| 2 Alarm Fire| Blue6| Collwood Ave & Valley Blvd|2 Story Comm Structure W/ Heavy Fire Showing| LAX067



Photo by Greg Harting

06/24/15 Columbus (Franklin County)| Major Accident| 9 FRWY| I 270 & Alum Creek Drive| B6 O/S MVA with major extrication, med helo requested, 3 medics & 2 rescues O/S. I-270 being rerouted M/A:Franklin County| OH1031



# Transit Delay



It has been a few months since this category was added and we are pleased with its use. The majority of the alerts going to this group are on target but we are seeing a few calls that do not really belong on the system. We want to stress the fact that we are still an incident notification service. This means that we shouldn't be seeing alerts sent out for rail congestion, rail meets or any delays from scheduled track work. You can send out a delay because of an unexpected event like a defective signal however most calls on this category should be incident related such as a medical emergency on a stopped train, a tree down across the tracks or a minor fire on the tracks.

Please contact support if you have a questionable event that you need clarification on. Keep in mind, just like a traffic advisory, any incident paged to another mainstream category is not eligible for repage to Transit Delay. That would be deemed as a duplicate notification and you may receive a reminder from support.

## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

Quick Links:

Like us on [facebook](#)

Follow us on [Twitter](#)

## Make it YOUR Newsletter

We welcome dispatcher contributions!

Would you like to write a feed review for your area? Got a great "Pop Quiz" idea? Have a funny EMS story to share?

Feel free to submit all your ideas or stories to the newsletter staff at [newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

See your story in print!



## Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

[JULY 2014](#)  
[AUGUST 2014](#)  
[SEPTEMBER 2014](#)  
[OCTOBER 2014](#)  
[NOVEMBER 2014](#)  
[DECEMBER 2014](#)  
[JULY 2015](#)

[JANUARY 2015](#)  
[FEBRUARY 2015](#)  
[MARCH 2015](#)  
[APRIL 2015](#)  
[MAY 2015](#)  
[JUNE 2015](#)



Don't forget to follow us on Facebook and ask a fellow dispatcher for an invite to the IPN Dispatcher facebook page. Look for prizes, raffles, and give-aways exclusively there. The more you share, the better the prizes!